



Federal Emergency Management Agency

Washington, D.C. 20472

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MEMORANDUM FOR: See Distribution List

FROM: John Magnotti, Task Leader
FEMA Map Assistance Center (FMAC)
Flood Hazard Mapping (FHM) Web

SUBJECT: FMAC Activities for April 2000

This memo includes a summary of the FEMA Map Assistance Center (FMAC) activities for the month of April. The mission for FMAC is to offer help and information on the NFIP Flood Mapping Program to the public and obtain feedback from the public on how the program can be improved. Please call me at (202) 626-3932 or page me at (800) sky-page, code 1104131 if you have questions about, or would like to discuss, any of the information provided here. If you would like to discontinue receiving this monthly memo, please let me know as well. --JFM

FMAC Summary

Guam added to toll-free network: Guam has been added to the toll-free network. Callers from Guam can now receive information on floodmaps in both English and Spanish by calling 877-FEMA MAP.

Contingency plan developed. Severe winter weather and recent phone outages at one of the FMACs has spurred the need to develop a formal contingency plan. I met with the phone network team at Mt. Weather to develop a contingency plan that includes processes, procedures and emergency contact information to keep the FMAC operational in these situations.

Calls received to date: This month we received a total of 4,840 calls-a decrease of 1010 calls from last month's call volume. This decrease was anticipated due to the Easter/Passover holidays. The overall trend for FY2000 is an increase in call volume.

Regional call activity: Region IV continues to lead in call volume with 915 calls in April. Region IX followed with 771 calls, and Regions VI and V came next with 751 and 728 calls respectively.

Type of Calls: LOMA/LOMR application and procedural requests continue to represent over 50% of the calls to the FMAC. However, informational and technical calls, accounting for 20% of calls handled this month, are on the rise. Callers with complaints continue to be minimal - below 1% of all calls handled. The FMAC monitors and defines call categories to ensure callers are given a consistent explanation of all phases of the application process.

Combined Call Back Report. This report provides total feedback from the month of April.

- Feedback on FMAC performance shows a slight change from last month but continues to be positive overall. Out of a highest possible score of 5, the FMAC scored 4.41 on the promptness of call pick-up, 4.61 on courteousness, 4.12 on the clarity of our explanations, and 4.47 on the prompt delivery of requested materials.
- Feedback on NFIP performance shows some changes as well but remains positive overall. For the month of April, the question: “Are the maps easy to understand?” scored 3.28 and the question “Does the NFIP help our country?” scored 4.20. The attached chart breaks these ratings out by month so you are able to see trends in g`feedback over time.

FMAC Service Level: With a new goal of 90% of calls answered in 30 seconds or less, the FMAC achieved 94% of calls answered in 33 seconds on average.

E-Mail and Voice-Mail increase: The FMAC E-mail and Voice Mail inquiries held steady and matched the previous monthly counts. Overall, however, the trend for both E-mails and Voice Mails has increased since the FMAC has been operational.

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